

Further to the results of the Star Survey in 2015, this action plan has been published to SDR's board, and tenants. All actions have been completed, and some areas are still ongoing with further progress. SDR are aiming to carry out another STAR survey in 2018.

Service Area	Dissatisfaction Area	Action	Timescale/By whom	Update
Value For Money	VFM for service Charges 74%	Consult on service charges, carry out independent survey/exercise	Housing Manager Nov 2016	Completed. Carried out through what do you want, Grounds maintenance, and scheme visits. Ongoing Heating seems to be the main concern for customers. Linking in with planned maintenance.
Customer Services	Queries being dealt with in a reasonable time (77%) Final Outcome of query (80%)	Quality checks/calls, closer monitoring.	Housing Manager/Operations Director July 2016	Completed Ongoing Discussed with staff in team meetings. Positive feedback from customers.
Repairs	Speed of completion of work (78%) Being kept informed (76%) Time taken before repair work started (74%)	Revisit KPI's Drill down on contractor performance Increase quality checking	Housing Manager July 2016	Completed Raised areas of improvement with contractors. Tighter in house monitoring processes in place. Performance has improved.

<p>Communication & Information</p>	<p>Not enough to involve in decision making (64%)</p> <p>Listen to Views and acts upon them (65%)</p>	<p>Increased promotion in newsletter/web, door knocking, scheme visits</p>	<p>Housing Manager/Operations Director</p> <p>Sep 2016</p>	<p>Completed. Still poor take up, will continue with promoting at every opportunity.</p> <p>Further feedback from a number of scheme visits from OD & CEO indicate this area is improving. This has been supported with new settled team.</p>
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Service Area	Dissatisfaction Area	Action	Time scale/By whom	Update
<p>Repairs/Planned Works</p>	<p>Heating system provides Value For Money (58%)</p>	<p>Review heating types in properties, build in alternatives for planned works.</p>	<p>Operations Director</p> <p>Nov 2016</p>	<p>Ongoing: Some new Systems Installed. Further work to identify other products.</p>
<p>Housing Management</p>	<p>Advice on Rent & service Charges, (78%) dealing with neighbour disputes & anti social behaviour, (62%) & moving home, (65%)</p>	<p>Carry out survey in these areas, speaking to customers directly to identify dissatisfaction. Review previous cases</p>	<p>Housing Manager</p> <p>Sep 2016</p>	<p>Ongoing: Received General Feedback From scheme Visits. Some positive feedback comments from residents, since new HO in post.</p>

<p>Planned Works/Corporate</p>	<p>Improvements to tenants Home. (56%)</p> <p>Complaint Management (56%)</p>	<p>Review recent improvements, speak to tenants directly about issues dissatisfaction.</p> <p>Review complaint management.</p>	<p>Operations Director</p> <p>Oct 2016</p>	<p>Ongoing: Positive surveys Post works. Review by phone Or in person of Last 12 months works.</p> <p>Completed: Stages, process revised, New leaflet developed. Further action, to Gather post Complaint. Policy updated</p>
<p>Customer Service</p>	<p>Tenants feel SDRHA may not act on survey findings. (71%)</p>	<p>Publish action plan, in Newsletter and on web, keep tenants updated with progress of action plan.</p>	<p>Operations Director</p> <p>Apr 2016</p>	<p>Completed</p>
<p>Housing For Older People</p>	<p>Lower rating for overall services (83%) compared with General Needs. Mainly repairs, customer contact and communications.</p>	<p>Arrange schedule to personally visit each Older persons scheme and discuss in more detail to identify areas of dissatisfaction.</p>	<p>Housing Manager/ Operations Director</p> <p>Oct 2016</p>	<p>Completed. Overall feedback very positive from customers, included visits from CEO.</p>
<p>Housing Management</p>	<p>Overall services for new tenants 1 – 3 years. (76%)</p>	<p>Revisit all allocations in last 18 months and speak to</p>	<p>Housing Manager</p> <p>Dec 2016</p>	<p>Ongoing Some progress made. Positive feedback so far.</p>

		customers directly about their experiences, to identify areas of improvement.		
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